

Job description

Position title: Patient Services Representative
FLSA: Non-exempt
Location: Santa Rosa, Calif.
Schedule: Monday-Friday, 8:00 a.m.-5:00 p.m.

Summary: Provides administrative support and is the first point of contact for patients and physicians.

Duties and responsibilities (includes, but is not limited to the following):

- Greet patients in a prompt, pleasant and helpful manner.
- Check patients in and out; verify/update registration and insurance information as needed and record in the medical record.
- Confirm authorizations are on file for office visits.
- Assemble and prepare patient's charts.
- Schedule patient follow-up appointments including re-scheduling appointments when necessary.
- Scan information and documents into patient file.
- Collect payments for services; post to patient account.
- Maintain an accurate cash drawer including end-of-day balancing, inventory and balance sheet.
- Data entry including patient demographics, insurance, miscellaneous notes, payments and other related information.
- Answer phones; retrieve and respond to patient voicemails.
- Perform routine office tasks including filing, faxing and scanning.
- Maintain patient confidentiality.
- Attends meetings as required.

- May be required work at all locations (Montgomery, Mark West, or Petaluma Office).
- Regular and reliable attendance is required to perform the functions of this position.
- Perform other duties as assigned.

Supervisory

- This position has no direct supervisory responsibilities

Education, licensure and/or certifications

- High school diploma or GED required.
- California or National Certified Medical Administrative Assistant; preferred.

Experience

- One year office experience preferred; preferably in a medical office setting.
- Knowledge of medical terminology preferred.
- Experience using Electronic Health Record preferred.
- Microsoft Word and computer experience.

Knowledge, skills and abilities

- Knowledge of medical office procedures including insurance verification process.
- Knowledge of grammar, spelling and punctuation for general correspondence.
- Knowledge of basic arithmetic to make calculations, balance and reconcile figures and make any changes accurately.
- Skill in answering the telephone in a professional, pleasant, and helpful manner.
- Skill in operating a computer and other office equipment (i.e., scanner, fax, etc.).

- Ability to establish and maintain effective working relationships with patients, employees and the public.
- Ability to speak clearly and concisely.
- Ability to multi-task, handle high volume phone calls, and work in a fast-paced environment.
- Ability to read, understand and follow oral and written instructions.
- Ability to use electronic health record, basic Microsoft Office applications and general office equipment (e.g. copier, scanner, fax).

Physical demands

The physical demands described here are representative of those that may need to be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires prolonged sitting, some bending, stooping and stretching.
- Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment.
- Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports.
- Occasionally lifts papers or boxes up to 30 pounds.
- Requires dexterity to type 60 wpm.

Work environment

The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a medical office environment and involves frequent interaction with patients, staff, doctors, in person and on the phone. Work may be fast paced and involve multitasking. Work may require tact, understanding, and kindness to deal with occasional anxious or upset patients.